

CITY OF CHANDLER

NEW EMPLOYEE ENROLLMENT AND ORIENTATION POLICY

I. PURPOSE

To establish procedures for the enrollment and orientation of new City of Chandler Employees, and provide opportunities for new employees to become fully customer-service oriented.

II. POLICY

It is the policy of the City of Chandler to ensure new employees receive adequate orientation and customer service training during the initial probationary period before they are released from probationary status and appointed to regular status.

III. DEFINITIONS

The City of Chandler Personnel Rules apply to all definitions used in this policy.

IV. RESPONSIBILITIES

- A. It is the responsibility of the Department Directors to ensure new employees receive adequate orientation and customer service training during the initial probationary period before they are released from probationary status and appointed to regular status.
- B. It is the responsibility of supervisors to ensure new employees attend enrollment, new employee orientation and any specialized training, such as customer service and cultural diversity training.
- C. It is the responsibility of the Human Resources Manager to develop and maintain adequate enrollment procedures, a city-wide new employee orientation program, and customer service training programs to ensure new employees have all the resources and information they need to be successful in their new position.
- D. It is the responsibility of all new employees to participate in all city-wide and departmental level orientations and training programs as required.

V. PROCEDURES

A. Enrollment- The Human Resources Manager will provide new employees specific and detailed information regarding the following:

- 1. All the various benefit programs available through employment with the City.
- 2. The health and dental benefit options available so that the new employee may make the appropriate benefit decisions.

3. Other specific information pertaining to City benefits and policies, as appropriate.

4. A City Identification Card will be issued to all new employees at the time of enrollment in accordance with City of Chandler, City Identification Cards Policy.

B. Probationary Period Orientation and Training-

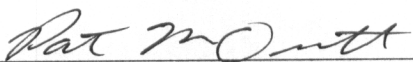
1. Within 30 days of appointment, all new employees must complete a city-wide New Employee Orientation offered by the Chandler Center for Employee Development. (see Attachment A). The only exceptions will be employees who are not able to attend, such as Police Cadets attending the Police Academy.

2. Within 30 days of appointment, new employees must complete a departmental orientation (see Attachment B). A checklist (Attachment C) is provided to facilitate this process at the supervisor's level.

3. Employees serving the initial probationary period will be required to successfully complete all designated specialized training provided during that period in order to be considered for appointment to regular status. Employees who, at the conclusion of the probationary period, are evaluated with an "unsatisfactory" (or equivalent) comment for the customer service task identified on their performance appraisal are not eligible for appointment to regular status.

VI. APPROVAL

This policy supercedes Administrative Regulation CC Reg. 13-11


Patrick McDermott, Acting City Manager

5-23-03
Date

Attachments:

- A City-Wide New Employee Enrollment and Orientation Program Content
- B Department Level Orientation Program Content
- C Supervisor's Orientation Checklist

ATTACHMENT A

CITY-WIDE ENROLLMENT AND NEW EMPLOYEE ORIENTATION PROGRAM CONTENT

General Orientation to the Organization

- City's Mission and Values
- City History
- Services Provided by the City
- City Organizational Structure
- Who's Who in the City
- Safety Orientation
- Customer Service Orientation
- Personnel Rules Overview
- Employee Groups Information
- IT/ChanWeb Information

Specific Orientation to the Organization's Policies and Procedures

- Employee Handbook
- Work Hours (General)
- Vacation and Leave Rules and Procedures
- Provision of Pay and Description of Benefits
- Discipline System
- System of Complaints and Suggestions

ATTACHMENT B

DEPARTMENT LEVEL ORIENTATION PROGRAM CONTENT

Specific Orientation to the Department

- Department Mission and Goals
- Relationship to Other Departments and Divisions
- Departmental Operational Procedures
- Department Work Flow
- Facilities
- Schedule
- Introduction to Co-Workers

Specific Orientation to the Job

- Goals and Performance Standards
- Job Duties, Responsibilities, and Performance Expectations
- Workstation
- Computer System and Capabilities
- Tools and Equipment
- Supervisory Arrangements
- Where to GO: Whom to Ask for Help
- One-the-Job and Other Job Training Plans and Schedules
- Performance Appraisal Schedule and Criteria
- Salary Increase Schedule and Criteria
- Individual Training Plan

ATTACHMENT C

SUPERVISOR'S ORIENTATION CHECKLIST

Employee's Name: _____ Date: _____

- ☐ Introduction to Staff in the Department and Division
 - ✓ Staff – introduce co-workers and others
 - ✓ Tour of immediate work area
 - ✓ Department and Division role/function
 - ✓ Pay periods and payroll schedule
 - ✓ Payroll distribution – identify payroll clerk
 - ✓ Purchasing and Supply – identify responsible party
 - ✓ Petty Cash/City Credit Card – identify responsible party
- ☐ Computer and Telephone Information
 - ✓ Voice-mail and e-mail procedures and etiquette
 - ✓ Computer access (password assignment, program access, ChanWeb, etc)
 - ✓ Identify Specific computer training needs and schedule employee for training
- ☐ Department/Division Specific Policies and Procedures (Written and/or Verbal)
- ☐ Performance Reviews/Probationary Period
 - ✓ Performance expectations (goals setting and performance standards)
 - ✓ Frequency of reviews
 - ✓ Term of probationary period
 - ✓ Merit increases
 - ✓ EMA/EPA
- ☐ Employee Assistance Program (EAP)
- ☐ Training Pertaining to the Position
 - ✓ Software training
 - ✓ AGTS monthly training calendar
 - ✓ City of Chandler Training Digest and Calendar
 - ✓ External seminars
 - ✓ External conferences
- ☐ Work Hours and Related Topics
 - ✓ Overtime policy and procedures
 - ✓ Comp time policy and procedures
 - ✓ Completion of leave slip
 - ✓ Pay periods and payroll schedule
 - ✓ Punctuality
 - ✓ Breaks and lunches

- ✓ Alternative work schedules (trip reduction)
- ✓ Telecommuting
- ✓ Sick call notification
- ✓ Safety Day

Supervisor's Notes: _____

Supervisor's Signature

Date

NOTE: If applicable, every effort should be made to ensure that new employee's computer and telephone accounts are activated prior to their actual arrival at the work sight. Contact the IT Help Desk at x2443 and the Telephone Coordinator at x2505 once the supervisor knows when the new employee will report for work.